ePM

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Connection



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This is a reminder that in December we sent out a message asking all GSA users to download a new ePM base package and OBA application. To see if you are up to date, follow the instructions below.

For GSA users: To install or confirm a previous installation, navigate to the GSA Software Delivery Agent (DSM) icon on the bottom right of your desktop. Perform the following steps:

- Step 1 Right-click the DSM icon in our system tray (bottom right hand side of the screen - green icon with an arrow)
- Step 2 Select Software Delivery
 Agent
- Step 3 Select Launch Catalog
- Step 4 Select Add Software> then select the Next
- Step 5 Select "ePM Base 1.03.4000 v2.0" (Note: v2.0 is the latest version)
- Step 6 Select the type of installation you require -Select Next
- Step 7 Select Finish on the Confirmation Page

If you use any of the ePM Office Business Applications (OBAs), please follow the same instructions above and <u>also</u> install the ePM OBA Applications 1.03.4000 v1.0.

<u>For External users:</u> No action is required.

wet spotlight

REGION 4 PROJECT ANALYST

FABIENNE COUTARD

Fabienne Coutard, a Project Analyst from Region 4, discussed her experiences working with ePM. At the implementation of ePM, she was excited because her job involves scheduling and

data management and ePM provides a central location to store project data. Before ePM, Fabienne spent a lot of time in multiple places and spreadsheets looking for project information. Like many ePM users, Fabienne admitted the ePM learning curve was challenging at first, compared to Excel, but ePM is a much more powerful project management tool.

Recently Fabienne worked with the national ePM Team to have a customized report developed that would provide her the information she needed from ePM. Now that Fabienne is on her

"One great feature about ePMXpress 2.0 is that PMs can be given the ability to create new projects."

Fabienne Coutard

way to becoming a "power user," her efforts are leading her to use new technologies such as Google Docs. She is excited to tackle her next project using ePMXpress 2.0. When she first used ePM, project data was entered after the fact, but in the future it will be helpful to use ePM in the beginning of a project so they can use the full benefits of the tool while managing the project versus just using ePM for tracking.



Schedule & Closeout Subcommittees

The ePM team has several subcommittees that have been put into place to work on various tasks which occur during the life of a project and also affect how things are done in ePM. Two areas

where teams have focused are Closeout and Scheduling. We wanted to give you an update on the progress from each team and what has been done to date.

The Closeout subcommittee was formed to discuss what should be done when a project is closed, including the necessary steps in ePM. This team involves several business lines and contractors to ensure all aspects of project closeout are considered. This team has:

- Developed an ePM draft closeout policy and a Closeout Checklist
 This Checklist has been posted to InSite use this <u>link</u>
 (We are in the process of updating this document, so please share comments)
- The next step is to Identify processes that can be automated in ePM

The Scheduling subcommittee has focused on evaluating how project teams develop and manage project schedules and identifying gaps in knowledge in scheduling by project managers nationwide. As a result of this subcommittee, additional schedule training has been developed and the team has focused on three different areas:

- Phase 1 Theory Basic Scheduling
- Phase 2 Hands-on Entering schedule information with guidance
- Phase 3 Student Exercises Enter complex schedule information without guidance

If you would like to be a part of one of these or other subcommittees please send an email to epminfo@gsa.gov.

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ePMXpress 2.0 makes it easy to edit schedule Milestones. However, if the milestones have logic associated with them, they must be edited in ePM (the base Proliance application). Or logic can be removed from milestones, making them editable from ePMXpress 2.0 once again.

ePM Resources:

ePM Support

epmsupport@gsa.gov 1 (866) 367-7878 M-F 7:30 AM -7:00 PM EST

ePM Login Site

https://epm.pbs.gsa.gov/ proliance

GSA User Resources

http://insite.pbs.gsa.gov/epm

Quick Reference Guides

http://www.meridiansystems.com/epminfo

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GSA is aligned with a recent trend to focus on specialized project management training by using Global Project Management (gPM) practices. gPM merges classic project management techniques into GSA's unique project environment. By using ePM and ePMXpress 2.0 project managers are able to apply gPM principles by enabling a consistent place to create and store meeting minutes,

initiation, planning, CILP, execution, and closeout documents in support of gPM practices.

One of the best methods to reduce costs is to increase the efficiency of business processes in an organization. Firms will be focusing on spending money on "smarter" projects, those that meet or exceed their efficiency goals. The Project Management (PM) Guide, developed by GSA, walks a project manager through defined processes from project planning to closeout for design and construction projects. ePM was configured based on the processes identified in the PM guide to ensure the workflow was applicable.

Trends are showing that in 2013 organizations will define metrics to measure their project and program management performance. GSA has been using Earned Value Management (EVM) and reporting for prospectus level construction contracts for over 10 years and the functionally was inherited by ePM. In addition to EVM, a Key Performance Indicator (KPI) measure will be implemented for the 2nd quarter of 2013. In an effort to ensure data quality in ePM, the KPI measure will identify areas with missing or outdated data. GSA finds itself following trends in using metrics to increase the value of specific initiatives to the organization at large.

The merging of technology, classical project management, and specialized business processes will continue to evolve as we move toward meeting the mission of GSA.

Principles to Better Facilitate Team Management



The ePM National Team implements gPM principles to successfully manage cross-functional implementation, user support and development teams. Since there are many different geographic regions, team members and stakeholders involved in ePM implementation rely heavily on gPM documentation to better

facilitate team management. We maintain a national charter, communication plan and project management plan; and are continually updating PMP program specific goals/objectives with underlying strategies for accomplishment. Every GSA region also maintains an ePM implementation charter and is in the process of completing region specific ePM implementation roles and responsibilities matrices and project management plans.

In terms of stakeholder and sponsor communication, the ePM Team employs many different communication protocols. The Team provides updated ePM information through gsa.gov, PBS Insite, Google Sites/Groups, Chatter, the ePM Monthly Newsletter, the ePM Program Factsheet, GovDelivery, Sharepoint and various email communications. ePM meetings are held monthly with the ePM Executive Steering Committee (includes primary ePM gPM sponsor leadership) and with ePM Regional Coordinators/Customers on a bi-weekly basis. All ePM meetings take advantage of gPM principles for effective meeting management including premeeting agendas, focused presentations and effective meeting minutes.

Lastly, from a gPM perspective we also measure customer satisfaction in three ways: daily user feedback submitted to the national ePM Helpdesk, daily customer feedback shared with our ePM support personnel in each region, and annual measurement of ePM success through the ePM Users Survey. Our utilization of gPM related principles and documentation has supported our efforts to steadily increase ePM adoption throughout the country over the last three years and to continue development/implementation of new ePM system enhancements.